

2gether Support Solutions – Parking enforcement complaints policy

1. Introduction

2gether Support Solutions takes complaints seriously as they help us to improve areas of our products and services and to resolve any issues relating to the consistency and quality of our business operations.

Our complaints policy is an opportunity for customers to tell us when we might have fallen short of expectation, and how we can put things right.

2gether Support Solutions receive, evaluate, make and record its decisions on complaints in a non-discriminatory manner, in accordance with the requirements of the accredited parking association.

2. Policy Scope

The policy is designed to deal with concerns raised in relation to parking enforcement only; complaints that do not relate to matters pertaining to the are not covered under the scope of the policy.

3. Definition of a Complaint

The complaints policy is not intended to be used as a method for motorists to appeal a Parking Charge Notice (PCN). Matters relating specifically to appeals must be made in writing, and can be done through our website <https://eastkentnhs.zatappeal.com/>, as instructed on the notice itself.

If a complaint is received that is considered to be or includes an appeal against the validity of a Parking Charge Notice (PCN), we will treat it as an appeal and advise the customer of this, unless we are informed that the customer does not wish it to be so handled.

Our definition of a complaint is something about the quality of the service provided by an organisation, its processes and/or the behaviour of its staff.

Our definition of an appeal – correspondence shared against the decision of an organisation – in this instance, the decision to issue a Parking Charge Notice – where a change to that decision is required.

4. How to make a Complaint

Customers who wish to make a complaint must do so in writing: via email or by post. This is to ensure we know exactly what the nature of the complaint is and reduces the possibility of ambiguity or of the customer's complaint not being correctly recorded over the telephone. The complaint, along with any supporting documents, will then be registered onto our system and a unique reference code generated.

Once the complaint has been received, we will acknowledge the complaint within 14 days and provide the unique reference code. The acknowledgement will be sent to the name and address or email provided. In the absence of valid contact details, it may not be possible to process a complaint or process it within the published timeframes.

We will respond to complaints within 28 days of receipt. In some cases, however, the allotted timeframe could be extended due to the nature of the complaint and the complexities surrounding any investigation. If we are unable to reply to the complaint within 28 days, the customer will be written to, to advise of progress.

A complaint must be made in writing either by email to: 2gether.parking@nhs.net or by letter addressed to:

2gether Support Solutions Limited
Parking Services Complaints Department
Royal Victoria Hospital
Folkestone
Kent
CT19 5BN

5. How Complaints will be recorded

Complaints will be recorded on a complaints register and kept on file for 36 months and these will be available on request to authorised bodies. The details that will be retained will be:

- ⇒ Date of complaint
- ⇒ Copy of complaint
- ⇒ Copy of all correspondence
- ⇒ The outcome
- ⇒ Details of any corrective action required

All personal data will be redacted in line with GDPR requirements.

6. Escalation Process

6.1 Stage one

Your complaint will be reviewed and a full response will be issued within 28 days unless exceptional circumstances have been identified. If more time is needed, we will write to you with an update.

6.2 Stage two

If the customer remains dissatisfied with our determination of the complaint, we will provide you with the details to enable you to complain to our Accredited Trade Association (British Parking Association).

In order to escalate a complaint to the British Parking Association (BPA), the customer/motorist must supply a copy of 2gether Support Solutions' final complaint response. The BPA will not review escalated complaints where this is not provided by the customer/motorist.

The BPA Complaints Portal link for escalated complaints can be accessed from the following webpage <https://www.britishparking.co.uk/Contact-Us-Public>.

7. Confidentiality and Data Protection

All complaints will be dealt with in accordance with our obligations under the Data Protection Act 2018 and the UK General Data Protection Regulation (UK GDPR).

When a complaint pertains to a PCN issued by us, 2gether Support Solutions are the data controller. As such, please be advised that any information provided in connection with the complaint will be used by 2gether Support Solutions to help us deal with it. Data may also be shared with the landowner and any permit service provider if relevant to allowing the complaint to be investigated and resolved.

Data submitted via our complaint's procedure is provided by consent, however, you can withdraw this consent at any time by contacting our privacy team. Details of how to contact our privacy team can be found at the bottom of our privacy policy which can be found on our website and is linked below. Please be advised that any withdrawal of consent may affect our ability to handle your complaint going forwards.

Our lawful basis for processing data where it relates to the issuance of a PCN are Performance of a Contract and Legitimate Interests and we are registered with the ICO to collect and process data for the purpose of car park management, which includes dealing with appeals and any subsequent recovery action required.

For further information about your rights as a data subject, plus information about the categories of data we process, data transfers, the legal basis for our processing, and the purposes of processing, please visit: <https://2gethersupportsolutions.org/privacy-notice/>